Attachment 26

EXCEPTION 134
BellSouth Florida OSS Testing Evaluation

Date: January 07, 2002

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV1).

Exception:

KPMG Consulting has not received timely partially mechanized Rejects from BellSouth's Robust Telecommunications Access Gateway (ROBOTAG) interface. (TVV1)

Background:

According to Ordering measure O-8 of the Service Quality Measurement Plan[1], BellSouth should return at least 85% of partially mechanized Rejects to Competitive Local Exchange Carriers (CLECs) within 10 hours of the local service request.

Issue:

During the production-retest of the ROBOTAG interface BellSouth returned a number of partially mechanized Rejects after the ten-hour time frame had elapsed.
The following are the partially mechanized Reject timeliness results as of December 19, 2001.

	<10 hrs	>10 and <=18hrs	<18 and <=24hrs	>24 and <= 48hrs	>48 hrs	Total
Number of Transactions	31	5	0	2	0	38
Percent	82%	13%	0%	5%	0%	100%

The following PONs received a partially mechanized Reject after the ten-hour time frame:

PON	Ver	CC	LSR Sent	Reject Received
012041FPRJ000005	04	9993	11/14/01 01:35 PM	11/20/01 02:04 PM
054031FPLN002019	01	9993	12/04/01 11:57 AM	12/06/01 04:41 PM
051021FPRK000013	00	9990	10/31/01 05:02 PM	11/02/01 03:02 PM
051021FPLK000016	00	9993	11/01/01 11:13 AM	11/02/01 03:00 PM
054031FPLN002019	02	9993	12/11/01 06:39 PM	12/13/01 10:10 AM

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[1] BellSouth Florida OSS Revised Interim Performance Metrics Version 3.00, Issued June 1, 2001

KPMG Consulting

EXCEPTION 134
BellSouth Florida OSS Testing Evaluation

PON	Ver	CC	LSR Sent	Reject Received
051031FPLK000015	00	9993	11/05/01 11:37 AM	11/06/01 01:48 PM
054031FPLK001019	01	9993	11/15/01 01:25 PM	11/16/01 02:04 PM

Impact:
The receipt of timely partially mechanized Rejects is a critical factor in a CLEC's ability to process service requests and meet customer needs. Delays in the return of Rejects could negatively impact the timeliness of the ordering process, resulting in decreased CLEC customer satisfaction.

Attachment 27

KPMG Consulting

EXCEPTION 140
BellSouth Florida OSS Testing Evaluation

Date: January 28, 2002

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV1).

Exception:

KPMG Consulting has not received timely partially mechanized Firm Order Confirmations (FOCs) from BellSouth's Telecommunication Access Gateway (TAG) interface. (TVV1)

Background:

According to Ordering measure O-9 of the Service Quality Measurement Plan[1], BellSouth should return at least 85% of partially mechanized FOCs to Competitive Local Exchange Carriers (CLECs) within 10 hours of the Local Service Request (LSR).

Issue:

During the production-retest of the TAG interface, BellSouth returned a number of partially mechanized FOCs after the ten-hour time frame had elapsed. The following are the partially mechanized FOC timeliness results as of November 26, 2001.

	<10 hrs	>10 and <=18hrs	>18 and <=24hrs	>24 and <= 48hrs	>48 hrs	Total
Number of Transactions	104	6	3	8	4	125
Percent	83%	5%	3%	6%	3%	100%

The following PONs received a partially mechanized FOC after the ten-hour time frame:

PON	Ver	CC	LSR Sent	FOC Received
015052GPTJ003002	00	9993	12/13/01 02:28 PM	01/02/02 03:17 PM
015052GPTJ002003	00	9993	01/03/02 04:01 PM	01/15/02 03:11 PM
015052GPTJ002004	00	9993	01/03/02 04:05 PM	01/14/02 06:03 PM
015052GPTJ002005	00	9993	01/03/02 04:09 PM	01/14/02 07:16 PM
006021GPTN002003	00	9990	12/13/01 04:53 PM	12/18/01 01:35 PM

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[1] BellSouth Florida OSS Revised Interim Performance Metrics Version 3.00, Issued June 1, 2001

KPMG Consulting

EXCEPTION 140
BellSouth Florida OSS Testing Evaluation

PON	Ver	CC	LSR Sent	FOC Received
015052GPTJ000001	01	9993	01/08/02 11:14 AM	01/14/02 06:45 PM
081012GPTH003005	00	9993	12/11/01 07:38 PM	12/19/01 03:53 PM
012031GPTJ001011	00	9993	12/12/01 04:02 PM	12/18/01 02:39 PM
002112GPTN000008	00	9990	12/03/01 04:51 PM	12/12/01 03:17 PM
006061GPTN002013	00	9990	12/13/01 02:38 PM	12/18/01 12:34 PM
006061GPTN002010	00	9990	12/13/01 02:34 PM	12/18/01 10:28 AM
012031GPTJ001008	00	9993	12/14/01 10:36 AM	12/18/01 02:46 PM
077011GPTH100005	02	9993	12/20/01 10:18 AM	12/26/01 12:01 PM
015052GPTJ000031	00	9993	01/10/02 04:43 PM	01/14/02 06:14 PM
081012GPTH000030	02	9993	01/18/02 09:54 AM	01/21/02 08:15 PM
074021GPTH001030	00	9993	01/11/02 10:51 AM	01/14/02 03:16 PM
006031GPTJ000027	00	9990	12/03/01 03:26 PM	12/06/01 02:25 PM
012031GPTJ002030	01	9993	01/16/02 01:08 PM	01/17/02 07:15 PM
012031GPTJ002009	04	9993	01/08/02 10:51 AM	01/09/02 01:45 PM
002112GPTN001005	00	9990	01/16/02 03:54 PM	01/17/02 06:45 PM
081012GPTH001004	00	9993	12/11/01 07:36 PM	12/14/01 08:40 AM

Impact:
The receipt of timely partially mechanized FOCs is a critical factor in a CLEC's ability to process service requests and meet customer needs. Delays in the return of FOCs could negatively impact the timeliness of the ordering process, resulting in decreased CLEC customer satisfaction.

Attachment 28

KPMG Consulting

OBSERVATION 169
BellSouth Florida OSS Testing Evaluation

Date: March 01, 2002

OBSERVATION REPORT

KPMG Consulting has identified an observation as a result of the POP Functional Evaluation. (TVV1)

Observation:

KPMG Consulting has not received timely Completion Notices (CNs) submitted via the Electronic Data Interchange (EDI) and Telecommunications Access Gateway (TAG). (TVV1)

Background:

CNs provide Competitive Local Exchange Carriers (CLECs) with verification that all provisioning activity on the CLECs end user account has been completed and the date when the activity occurred. KPMG Consulting applied a standard of at least 95% of Completion Notices returned to CLECs within 1 business day after the Completion Notice Due Date (CN DD)[1]. During the production re-test, KPMG Consulting received a number of CNs after the one business day interval had elapsed.

Issue:

As of November 26, 2001, KPMG Consulting has received the following results for CN responses

EDI	Combos	Resale	UNE Loop	Total
CN Date Received =CN DD	121	102	90	313
CN Date Received =CN DD + 1 Days	1	5	8	14
CN Date Received =CN DD + 2 Days	1	0	13	14
CN Date Received =CN DD + 3-5 Days	2	0	6	8
CN Date Received =CN DD + >=6 Days	0	0	3	3
Total	125	107	120	352
% Of CNs Received Within 1 Business Day[2]:	97.60 %	100.00 %	81.67 %	92.90 %

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[1] KPMG Consulting applied standards based on its professional judgment in the absence of 1) FPSC-approved standards or 2) documented BellSouth guidelines.

[2] Defined as a completion notice received on or before 12:00pm of the next business day following the CN DD. Any notice received after that time is considered late.

KPMG Consulting

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TAG	Combos	Resale	UNE Loop	Total
CN Date Received =CN DD	77	49	50	176
CN Date Received =CN DD + 1 Days	17	4	5	26
CN Date Received =CN DD + 2 Days	2	0	6	8
CN Date Received =CN DD + 3-5 Days	4	1	4	9
CN Date Received =CN DD + >=6 Days	0	0	2	2
Total	100	54	67	221
% Of CNs Received Within 1 Business Day[3]	94.00 %	98.15 %	74.63 %	91.40 %

Issue	PON	Ver	CC	LSR Sent	Cmp Received	Cmp DD
1	076011GPEH100005	00	9993	12/11/01 05:04 PM	01/11/02 03:15 PM	12/18/01 12:00 AM
2	076011GPEH101013	00	9993	12/11/01 09:05 AM	01/11/02 03:15 PM	12/18/01 12:00 AM
3	070022GPEF101004	00	9990	12/06/01 06:11 PM	12/20/01 12:02 PM	12/11/01 12:00 AM
4	012051GPEJ000004	00	9993	12/11/01 05:28 PM	12/18/01 12:27 PM	12/14/01 12:00 AM
5	076032GPEH101002	02	9993	01/04/02 04:10 PM	01/08/02 11:32 AM	01/04/02 12:00 AM
6	012051GPEJ000005	00	9993	12/11/01 05:33 PM	12/17/01 12:56 PM	12/14/01 12:00 AM
7	070022GPEF101008	00	9990	12/11/01 12:32 PM	12/20/01 12:11 PM	12/17/01 12:00 AM
8	076021GPEH101005	00	9993	01/03/02 05:58 PM	01/07/02 11:53 AM	01/04/02 12:00 AM
9	088011GPEH101003	00	9993	01/24/02 02:44 PM	02/04/02 11:15 AM	02/01/02 12:00 AM
10	077011GPEH100003	00	9993	01/03/02 05:54 PM	01/11/02 10:52 AM	01/08/02 12:00 AM
11	104161GPEH001003	00	9993	01/15/02 05:15 PM	01/26/02 06:17 AM	01/23/02 12:00 AM
12	081012GPEH003003	00	9993	12/18/01 09:36 AM	12/26/01 08:11 AM	12/24/01 12:00 AM
13	076032GPEH100001	03	9993	12/13/01 12:06 PM	12/20/01 07:33 PM	12/19/01 12:00 AM
14	076011GPEH101001	00	9993	12/06/01 04:26 PM	12/13/01 07:27 PM	12/12/01 12:00 AM
15	077011GPEH101001	01	9993	01/04/02 11:13 AM	01/10/02 06:46 PM	01/09/02 12:00 AM
16	076011GPEH100006	00	9993	01/03/02 10:53 AM	01/08/02 06:27 PM	01/07/02 12:00 AM
17	044022GPEJ000002	00	9993	01/15/02 06:32 PM	01/18/02 05:16 PM	01/17/02 12:00 AM
18	076011GPEH100012	01	9993	01/04/02 10:04 AM	01/08/02 04:33 PM	01/07/02 12:00 AM
19	076021GPEH100002	00	9993	01/03/02 02:24 PM	01/04/02 04:12 PM	01/03/02 12:00 AM
20	077011GPEH100002	00	9993	01/03/02 03:57 PM	01/10/02 03:32 PM	01/09/02 12:00 AM
21	076011GPEH100008	00	9993	01/03/02 02:24 PM	01/04/02 01:23 PM	01/03/02 12:00 AM
22	076011GPEH102007	00	9993	12/12/01 05:17 PM	12/19/01 01:02 PM	12/18/01 12:00 AM
23	076011GPEH100010	00	9993	01/03/02 03:04 PM	01/09/02 12:38 PM	01/08/02 12:00 AM
24	076011GPEH101002	01	9993	12/11/01 11:02 AM	12/18/01 12:27 PM	12/17/01 12:00 AM
25	076011GPEH100009	02	9993	12/12/01 05:46 PM	12/28/01 12:13 PM	12/27/01 12:00 AM
26	081012GPTH005006	00	9993	12/14/01 10:19 AM	12/31/01 10:27 AM	12/21/01 12:00 AM
27	081012GPTH001004	00	9993	12/11/01 07:36 PM	12/26/01 07:01 PM	12/19/01 12:00 AM
28	044011GPTN003004	00	9993	01/08/02 10:27 AM	01/14/02 07:40 AM	01/10/02 12:00 AM
29	006031GPTJ000018	00	9990	11/28/01 12:27 PM	12/04/01 07:10 AM	11/30/01 12:00 AM
30	077011GPTH100008	01	9993	01/02/02 05:52 PM	01/11/02 01:33 PM	01/08/02 12:00 AM
31	085011GPTH000004	00	9993	12/20/01 12:19 PM	12/31/01 10:28 AM	12/28/01 12:00 AM
32	085011GPTH001002	00	9993	12/20/01 11:49 AM	12/31/01 10:18 AM	12/28/01 12:00 AM
33	011131GPTJ100031	00	9993	01/10/02 04:55 PM	01/14/02 03:16 PM	01/12/02 12:00 AM
34	070022GPTF102012	03	9990	01/10/02 04:15 PM	01/14/02 03:16 PM	01/12/02 12:00 AM
35	015052GPTJ000012	04	9993	01/30/02 11:45 AM	02/04/02 01:41 PM	02/02/02 12:00 AM

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[3] Defined as a completion notice received on or before 12:00pm of the next business day following the CN DD. Any notice received after that time is considered late.
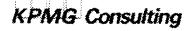
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36	015052GPTJ001009	01	9993	01/30/02 11:38 A M	02/04/02 01:23 PM	02/02/02 12:00 AM
37	087041GPTH000003	01	9993	01/23/02 11:03 AM	01/31/02 11:23 AM	01/29/02 12:00 AM
38	012051GPTJ003006	00	9993	12/12/01 04:14 PM	12/18/01 04:52 PM	12/17/01 12:00 AM
39	015052GPTJ000030	00	9993	01/10/02 04:44 PM	01/15/02 03:51 PM	01/14/02 12:00 AM
40	075021GPTF100010	00	9990	01/03/02 11:15 AM	01/06/02 03:15 PM	01/05/02 12:00 AM
41	077011GPTH100005	02	9993	12/20/01 10:18 AM	12/28/01 12:42 PM	12/27/01 12:00 AM
42	076021GPTH104008	00	9993	12/11/01 04:28 PM	12/18/01 12:28 PM	12/17/01 12:00 AM
43	079011GPTH001030	02	9993	01/15/02 06:12 PM	01/17/02 12:23 PM	01/16/02 12:00 AM
44	076021GPTH100006	00	9993	01/03/02 11:15 AM	01/09/02 12:22 PM	01/08/02 12:00 AM

Impact:

Delays in receiving timely Completion Notice responses could prevent a CLEC from effectively processing a customer's service request or responding to customer inquires, resulting in a decrease in CLEC customer satisfaction.

Attachment 29

Date: November 30, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the testing activities associated with Provisioning Verification and Validation (TVV4).

Exception:

BellSouth's systems or representatives have not consistently provisioned service and features as specified in orders submitted by KPMG Consulting. (TVV4)

Background:

As part of its Operational Support System (OSS) testing efforts in Florida, KPMG Consulting has been conducting a Customer Service Record (CSR) Validation test to ensure that the information contained in the CSR is correctly updated and consistent with the Local Service Request (LSR). KPMG Consulting compared the post-activity CSR with the LSR and/or pre-activity CSR.

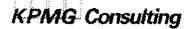KPMG Consulting expects the information on the post-activity CSR to be consistent with

1. Updated information in the LSR and,

2. Information contained in the pre-activity CSR for items where the LSR did not specify updates.

Issue:

KPMG Consulting applies a success standard of 95%[1] when testing BellSouth's ability to correctly update CSRs. KPMG Consulting has reviewed 190 CSRs. CSRs for 87 telephone numbers were not consistent with the information in the pre-activity CSR or the LSR submitted to BellSouth. Based on these initial findings, BellSouth has updated 54% of the analyzed CSRs accurately. KPMG Consulting has found the following discrepancies: .

Issue 1: Directory listing section of the post-CSR did not accurately reflect information contained in the pre-CSR or changes specified in the DL form of the LSR.

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[1] KPMG Consulting applied standards based on its professional judgment in the absence of 1) FPSC-approved standards or 2) documented BLS guidelines.
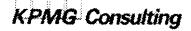
AMENDED EXCEPTION 112
BellSouth Florida OSS Testing Evaluation

	PON	VER	CC	Result
1a	015011FPRN100016	00	9990	The DL section of the LSR specified a Listing Type of 1, which specifies a listed number. However the post-CSR identifies the number as a non-pub. A listed LAL was also specified by the LSR, but the post-CSR does not show an auxiliary listing.
1b	075021FPTF102010	03	9990	The DL form specified a LNLN of Resident and a LNFN of Rcm for the listing that was changed. However, the post-CSR has a LN of R*C*M

Issue 2: Location did not update in the post-CSR as specified in the EU section of the LSR.

	PON	VER	CC	Result
2a	012011FPTN000005	00	9993	The LSR specified 9776 as the End User room, but the LOC field in the post-CSR has 9881 as the room.
2b	012011FPLN000010	00	9993	The LSR specified 9600 as the End User room, but the LOC field in the post-CSR has 9982 as the room.
2c	057021FPMC000004	00	9990	The LSR specifies the end user floor as 99 and the end user room as 9761, but the post-CSR populates the LOC section with DES (4TH FLR BELLSOUTH CO).

Issue 3: Listed number is the previous ATN, which was disconnected, and the disconnected lines are still listed in the hunt group on the post-CSR.

AMENDED EXCEPTION 112
BellSouth Florida OSS Testing Evaluation

	PON	VER	CC	Result
3a	018042FPTN000008	01	9993	The order was issued to disconnect the existing ATN and 1 auxiliary line of a 5 line resale customer, and it completed on 5/2. The post-CSR shows 9545222037 (existing ATN that was disconnected) as an account number. The TN 9545222037 was removed from the S&E section, but it was not removed from the hunt group. The LSR also specifies that 9545222183 is to be disconnected and removed from the hunt group. This line is no longer present in S&E section of the post-CSR, but it is still listed as a member of the hunt group.

Issue 4: BTN on the LSR is different than the BAN1 on the post-CSR.

	PON	VER	CC	Result
4a	019011FPEN100005	00	8772	The BAN1 specified in the LSR is 904N250168168, but the BTN on the post-CSR is 904Q932812212.

Issue 5: Disconnected line has incorrect call transfer information on the post-CSR.

	PON	VER	CC	Result
5a	018051FPRJ000022	00	9993	The LSR specifies that calls are to be transferred from 9043549746 to 9033548705, but the post-CSR has calls transferred from 9043548705 to 9033548705.

Issue 6: Hunt groups were not updated as specified by the LSR.

	PON	VER	CC	Result
6a	002141FPEJ001001	00	9990	The LSR specified the addition of sequential hunting for 5615140316 & 5615140322, but the hunt group did not appear on the post-activity CSR.
6b	013021FPEN000003	00	9993	The LSR specified the addition of 9545223720 & 9544679084 to the existing hunt group, but the post-activity CSR did not list the lines as part of the hunt group. However, the lines are listed in the S&E section of the post-CSR.

AMENDED EXCEPTION 112
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	PON	VER	CC	Result
6c	018011FPTN003006	00	9993	The LSR specified that 9545228153 & 9545228797 were to be disconnected and removed from the hunt group. These lines are no longer present in the S&E section of the post-CSR, but they are still listed as members of the hunt group.
6d	018011FPTN002007	00	9993	The LSR specified that 9545222644 & 9545225471 were to be disconnected and removed from the hunt group. These lines are no longer present in the S&E section of the post-CSR, but they are still listed as members of the hunt group.
6e	018011FPLN000012	00	9993	The LSR specified that 8504339771 & 8504339774 were to be disconnected and removed from the hunt group. These lines are no longer present in the S&E section of the post-CSR, but they are still listed as members of the hunt group.

Issue 7: The location did not update in the post-CSR as specified in the EU section of the LSR, and the hunt groups were not updated as specified by the LSR.

	PON	VER	CC	Result
7a	012051FPEJ100004	00	9993	The LSR specifies the end user floor as 89 and the end user room as 8902, but the post-CSR populates the floor as 99 and the room as 9877. The LSR specified sequential hunting for 3055774534, but this line was not a member of the hunt group on the post-CSR.
7b	012051FPEJ000005	00	9993	The LSR specifies the end user floor as 89 and the end user room as 8908, but the post-CSR populates the floor as 99 and the room as 9879. The LSR specified sequential hunting for 8502363886, but this line was not a member of the hunt group on the post-CSR.
7c	012051FPTJ001008	00	9993	The LSR specifies the end user floor as 89 and the end user room as 8910, but the post-CSR populates the floor as 99 and the room as 9878. The LSR specified sequential hunting for 8502306338, but this line was not a member of the hunt group on the post-CSR.

Issue 8: Chargeable listings in the S&E section of the post-CSR changed.

	PON	VER	CC	Result
8a	011071FPEJ005003	00	9993	Chargeable listing USOC changed from CLT (business additional listing) to FLT (listing no rate).
8b	011071FPTJ000015	00	9993	Chargeable listing USOC changed from CLT (business additional listing) to FLT (listing no rate).

Issue 9: There are features or services in the S&E section of the post-activity CSR that were neither specified in the LSR nor appeared in the pre-activity CSR. The CLEC contact information on the post-activity CSR is incorrect.

	PON	VER	CC	Result
9a	010161FPTN101009	00	9993	The LSR specified a FPI code of E on the RS form, but the post-CSR displayed PCA BO instead of PCA OF (freeze PIC). The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.
9b	010161FPTN100011	00	9993	The LSR specified a FPI code of E on the RS form, but the post-CSR displayed PCA BO instead of PCA OF (freeze PIC). The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.

Issue 10: Features or services listed in the S&E section of the post-activity CSR differ from those specified in the pre-activity CSR or LSR.

	PON	VER	CC	Result
10a	001121FPEN100002	00	9990	The LSR specifies W as an ACT code. Two additional USOC codes were added to the S&E section of the LSR that were not present on the pre-activity CSR. The USOC codes are NW102 and ADL11.
10b	002191FPEN100002	00	9990	Three way calling (ESC) was specified in the LSR as a new feature for 9045980680, but the feature was not present on the post-CSR.
10c	002191FPEN100007	00	9990	Three way calling (ESC) was specified as a new feature, but the feature was not present on the post-CSR.

	PON	VER	CC	Result
10d	010111FPLN100010	00	9993	The LSR specified a FPI code of E on the RS form, but the LPIC was frozen instead. Call Waiting (ESX) was listed as a feature in the post-CSR, but it was not specified in the LSR.
10e	012031FPEJ003004	03	9993	The LSR specified the addition of features with USOC codes of HBY and NSD for 8502304972 & 8502304967, but neither were found on the post-CSR.
10f	012041FPEJ001001	00	9993	The post-CSR lists UEPRC (USOC if caller id is a feature) instead of the UEPRL (USOC if caller id is not a feature) USOC listed on the LSR. UEPVF is present on the post-CSR even though no features are specified on the post-CSR.
10g	035071FPMC000007	00	9990	The LSR specifies a W activity type, but USOC codes differ between the pre and post-CSRs. The FUJMX USOC appeared on the pre-CSR but not on the post-CSR. A PR7BV & CTG (CLS 80.DCAD.508422.023.SB) as well as a PR7EX & CTG (CLS 80.DZZD.508422.001.SB) were found on the post-CSR and not on the pre-CSR.

Issue 11: The post-CSR CLEC contact in the S&E section differs from the Initiator Identification and Initiator telephone number specified in the LSR.

	PON	VER	CC	Result
11a	001081FPLJ000008	00	9990	The CLEC contact (UNECN) on the S&E section of the post-activity CSR lists the implementation contact instead of the initiator.
11b	010032FPLN100021	00	9993	The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.
11c	010032FPLN100022	00	9993	The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.
11d	011071FPEJ002004	01	9993	The CLEC contact name (UNECN) did not update in the post-CSR as specified in the LSR.

PON	VER	CC	Result
11e	012031FPRJ000017	00	9993	The CLEC contact (UNECN) on the S&E section of the post-activity CSR lists the implementation contact instead of the initiator.
11f	058022FPMC000002	00	9993	The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.

Issue 12: The CLEC Contact Name (UNECN) in the S&E section of the post-CSR is spelled incorrectly.

PON	VER	CC	Result
12a	011071FPEJ001007	02	9993	The LSR specified L Mireles, but the post-CSR listed L Mereles.

Issue 13: The information in the DL section of the post-CSR is different than the information contained in the pre-CSR or LSR.

PON	VER	CC	Result
13a	070011FPTH002011	00	9990	The DL section of the post-CSR differs from the pre-CSR and even the information contained in the EU section of the LSR. The LN section of the post-CSR has CKS; BELLSOUTH FLA as the name, and the LA section has 2660 NW 137th ST. The pre-CSR and EU section of the LSR list the name as Richcom located at 2660 E Superior Street. The SIC code changed from 7999 to 8711 even though a DL form was not submitted.
13b	070011FPLH000020	04	9990	The LN section of the post-CSR has CKS; BELLSOUTH FLA whereas the end user name on the LSR is Richcom. Richcom is also the name listed on the pre-CSR. The SIC code changed from 7999 to 8711 even though a DL form was not submitted.
13c	072011FPTH100026	00	9990	The LN section of the post-CSR has CKS; BELLSOUTH FLA whereas the end user name on the LSR is Richcom.
13d	072011FPTH100034	00	9990	The LN section of the post-CSR has CKS; BELLSOUTH FLA whereas the end user name on the LSR is Flo South.
13e	080021FPTH000008	00	9990	The LN section of the post-CSR has CKS;

PON	VER	CC	Result
			BELLSOUTH FLA whereas the end user name on the LSR is Richcom.

Issue 14: The information in the DL section of the post-CSR is different than the information contained in the pre-CSR or LSR. The CLEC contact is also incorrect. The BAN1 on the LSR does not equal the BTN on the post-CSR.
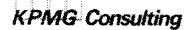
	PON	VER	CC	Result
14a	072011FPTH100022	00	9990	The LN section of the post-CSR for the loop service order (072011FPTH100022) has CKS; BELLSOUTH FLA as the name. The EU section of the LSR lists the name as Flo South.
14b	072011FPTF100022	00	9990	The BTN (305Q855482482) on the post-CSR for the DL record update (072011FPTF100022) differs from the BAN1 on the LSR (305Q850860860).

Issue 15: The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result
15a	001051FPEJ100008	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15b	001051FPEJ100011	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15c	001051FPEJ100015	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15d	001051FPTJ100023	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15e	001051FPTJ102027	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15f	001051FPRJ100033	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15g	001052FPTJ100009	00	9990	The DEL field on the pre-CSR is A0 whereas it is A5 on the post-CSR.
15h	001061FPEJ102005	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.
15h	001061FPEJ100007	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.
15i	001061FPRJ101029	00	9990	The DEL field on the pre-CSR is A0

	PON	VER	CC	Result
				whereas it is A1 on the post-CSR.
15j	001161FPEN100005	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.
15k	001161FPRN100017	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.
15l	002081FPEJ100013	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.
15m	002081FPEJ100014	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.
15n	002081FPTJ00024	00	9990	The DEL field on the pre-CSR is A0 whereas it is A2 on the post-CSR.
15o	002081FPTJ100026	00	9990	The DEL field on the pre-CSR is A0 whereas it is A2 on the post-CSR.
15p	002081FPTJ101028	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.
15q	002121FPEJ100003	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.
15r	002121FPEJ100007	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15s	002131FPEJ100007	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.
15t	002151FPEJ100001	01	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.
15u	002151FPEJ100003	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.
15v	002151FPEJ100005	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15w	002151FPTJ101010	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.
15x	002201FPEJ101005	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A4, B4 on the post-CSR.
15y	002211FPTJ102009	03	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.
15z	002211FPTJ100014	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15aa	006031FPEJ002001	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15ab	006031FPEJ000006	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15ac	006031FPTJ000020	00	9990	The DEL field on the pre-CSR is A0, B0,

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	PON	VER	CC	Result
				C0 whereas it is A1, B1, C1 on the post-CSR.
15ad	007011FPEN000002	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15ac	007011FPEN000006	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.
15ad	007011FPTN003007	03	9994	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15ae	007011FPTN000008	01	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15af	007061FPEJ103008	00	9991	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15ag	007061FPTJ105013	02	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15ah	007061FPTJ102014	01	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15ai	011121FPRN100009	00	9993	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.
15aj	054031FPEN001005	01	9993	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.

Issue 16: Features or services listed in the S&E section of the post-activity CSR differ from those specified in the pre-activity CSR or LSR. The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result
16a	001061FPEJ100006	00	9990	The LSR specified V for both the ACT and LNA, but features were present on the post-CSR that were not specified on the LSR. DRS, ESX, NSS were present in the S&E section of the post-activity CSR even though they were not specified. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.
16b	002151FPTJ100012	00	9990	The LPIC on the post-CSR for 8502345781 was none while the LSR specifies 5124. The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
16c	002201FPEJ100008	01	9990	Caller ID Deluxe was specified in the LSR as

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	PON	VER	CC	Result
				a new feature for 9545221354, but this feature was not present on the post-CSR. The DEL field on the pre-CSR is A0, B0 whereas it is A4, B4 on the post-CSR.
16d	002211FPEJ100001	01	9990	The LSR specified the addition and deletion of features, but the post-CSR did not update accordingly. Call return (NSS) and Area Plus (VR5) were supposed to be added while Ringmaster (DRS) was to be deleted, but this did not occur. The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
16e	019031FPEJ000004	00	3840	The LSR specifies an activity type of W, but the pre-CSR S&E section had the LNPCX USOC while the post-CSR did not contain this USOC. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.

Issue 17: The BTN in the BILL section on the post-CSR does not match the Billing Account Number (BAN1) on the LSR. There are services and features in the S&E section of the post-CSR that were neither specified in the LSR nor were they present on the pre-activity CSR .The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result
17a	001161FPRN100018	00	9990	The BAN1 on the LSR is 561Q855134134 whereas the BTN on the post-CSR is 561Q857170170. The NPU USOC on the pre-activity CSR was changed to the NP3 USOC on the post-activity CSR. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.

Issue 18: The directory listing section of the post-CSR did not accurately reflect information contained in the pre-CSR or changes specified in the DL form of the LSR. The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result
18a	007032FPTJ000004	04	9990	The DL section of the LSR specified a Listing Type of 1, which specifies a listed number. However the post-CSR identifies the number

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PON	VER	CC	Result
			as a non-pub. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.

Amendment:

KPMG Consulting has continued reviewing CSRs, and has found additional issues. As of this amendment, CSRs for 78 instances from a sample of 255 CSRs were not consistent with the information in the pre-activity CSR or the LSR submitted to BellSouth. This amendment adds additional instances to previously observed issues, and adds a new issue. The amendment also includes detail for those issues where KPMG Consulting has issue with BellSouth's Response to Exception 112. Based on KPMG Consulting current findings, BellSouth updated 69% of the reviewed CSRs accurately. KPMG Consulting has found the following discrepancies:

Issue 1: KPMG Consulting agrees with BellSouth's response for Issue 1a, and this order was removed from the sample since it was cancelled.
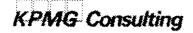
Issue 2: KPMG Consulting disagrees with BellSouth's response for issues 2a and 2b because these orders were issued for Inside Moves. According to the BellSouth Business Rules for Local Ordering, "T" refers to the account level activity for Outside Moves. The issue listed below is similar to issues addressed in Issue 2 of the original exception. The location did not update in the post-CSR as specified in the EU section of the LSR.

	PON	VER	CC	Result
2d	012011FPEN000002	00	9993	The LSR specified 9637 as the End User room, but the LOC field in the post-CSR has 9984 as the room.

Issue 3: KPMG Consulting has not been provided with an implementation date for the feature mentioned in BellSouth's Response.

Issue 4: KPMG Consulting agrees with BellSouth's response to Issue 4a. However, the issue listed below is similar to Issue 4 of the original exception. The BTN on the LSR is different than the BAN1 on the post-CSR.

	PON	VER	CC	Result
4b	079022FPTF000006	00	9990	The BAN1 specified in the LSR is 904Q855860860, but the BTN on the post-CSR is 904Q855482482.

Issue 6: KPMG Consulting has not been provided with an implementation date for the defect mentioned in BellSouth's Response to Issue 6b. In addition, BellSouth has not provided an implementation date for the feature mentioned in Issues 6c, 6d, & 6e. The issue listed below is similar to Issue 6 of the original exception. Hunt groups were not updated as specified by the LSR.

	PON	VER	CC	Result
6f	002141FPEJ001011	00	9990	The LSR specified the addition of sequential hunting for 3056883098 & 3056888359, but the post-activity CSR did not list the hunt group.

Issue 7: KPMG Consulting has not been provided with an implementation date for the feature mentioned in BellSouth's Response. KPMG Consulting agrees with BellSouth's response concerning the move orders since the orders should have been submitted as Outside Moves. These instances are still considered errors.

Issue 8: KPMG Consulting agrees with BellSouth's response, and these orders were removed from the sample since the issue was caused by a test bed account establishment issue not a provisioning issue.

Issue 10: Issue 10a was removed from the sample since there is account activity that cannot be validated. Issues 10b and 10c are no longer considered discrepancies since the EDI mapping was in error. Issue 10d was removed from the sample since KPMG Consulting cannot access the LSR Administrative Summary from the LENS GUI. According to the EDI Maps for Issue 10e, the USOC codes of HBY and NSD were delivered to BellSouth. The EDI Maps and FCIF files are included as an attachment. Issue 10g is no longer considered a discrepancy since KPMG Consulting agrees with BellSouth's response.

Issue 11: KPMG Consulting disagrees with BellSouth's response concerning Issues 11a and 11e. According to the UNE – Switched Combos – Rebundled Residence and Business 2-Wire Methods and Procedures, the UNECN includes the initiator's name and number.

Issue 13: KPMG Consulting agrees with BellSouth's response, and these instances are no longer considered discrepancies.

Issue 14: KPMG Consulting agrees with BellSouth. However, both PONs in Issue 14 are considered as part of the same discrepancy since they are associated with the same test case ID and instance.

Issue 15: For every instance where BellSouth is in agreement and Observation 82 is referenced, BellSouth has requested a feature to bring consistency to the Manual and Electronic processes for the DIR section. This feature is detailed in BellSouth's 2nd

Amended Response to Observation 82. A target date has not been set for this feature. Issues 15h, 15u, and 15y are still considered discrepancies because the DEL Field quantities updated (A0, B0 to A1, B1, C1), but KPMG Consulting agrees with BellSouth's response concerning the C directory. KPMG Consulting agrees with BellSouth's response for Issues 15j, 15k, 15t, 15ai, and 15aj, and as a result they are no longer considered discrepancies. Issue 15af was removed from the sample since it was submitted during volume testing. The issue listed below is similar to Issue 15 of the original exception. The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result
15ak	001061FPTJ103017	00	9994	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.

Issue 16: KPMG Consulting agrees with BellSouth's response for Issue 16a concerning the features and C Directory. However, Issue 16a is still a discrepancy because the DEL Field quantities updated (A0, B0 to A1, B1, C1). Issue 16b is still considered a discrepancy since the DEL field quantities updated (A0 to A1), but the LPIC issue was caused by a KPMG Consulting EDI Mapping error. Issues 16c and 16d are still considered discrepancies since the DEL field quantities updated, and EDI maps confirm that KPMG Consulting sent the correct data to BellSouth. The EDI Maps and FCIF files are included as an attachment.

Issue 17: This instance is still considered a discrepancy since the DEL Field quantities updated (AO, BO to A1, B1, C1). However, KPMG Consulting agrees with BellSouth concerning the other findings.

Issue 19: For UNE-L orders KPMG Consulting expects to find the Implementation Contact as the contact in the post-CSR. However, the initiator contact is listed as the contact on the post-CSR.

	PON	VER	CC	Result
19a	088011FPEH001004	00	9993	The initiator contact appears in the UNECN field of the post-CSR instead of the implementation contact.
19b	097032FPMC030001	VER 01 CR 01	9993	The initiator contact appears in the UNECN field of the post-CSR instead of the implementation contact.
19c	097061FPMC030005	00	9993	The initiator contact appears in the UNECN field of the post-CSR instead of the implementation contact.
19d	099032FPMC010004	Ver 01 CR	9993	The initiator contact appears in the UNECN field of the post-CSR instead of

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	PON	VER	CC	Result
				the implementation contact.
19e	099051FPMC000002	01	9990	The initiator contact phone number appears in the UNECN field of the post-CSR instead of the implementation contact phone number.
19f	099061FPMC000001	02	9990	The initiator contact phone number appears in the UNECN field of the post-CSR instead of the implementation contact phone number.
19g	099071FPMC010001	00	9990	The initiator contact phone number appears in the UNECN field of the post-CSR instead of the implementation contact phone number.
19h	100022FPMC010004	00	9993	The initiator contact phone number appears in the UNECN field of the post-CSR instead of the implementation contact phone number.

Impact:

BellSouth's inability to accurately update the information in the CSRs may result in a decrease in CLEC customer satisfaction. The mishandling of customer requests will negatively impact a customer's view of a CLEC's service quality.

Attachment 30

Date: January 28, 2002

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the testing activities associated with Provisioning Verification and Validation (TVV4).

Exception:

BellSouth's systems or representatives have not consistently provisioned service and features as specified in orders submitted by KPMG Consulting. (TVV4)

Background:

As part of its Operational Support System (OSS) testing efforts in Florida, KPMG Consulting has been conducting a Customer Service Record (CSR) Validation test to ensure that the information contained in the CSR is correctly updated and consistent with the Local Service Request (LSR). KPMG Consulting compared the post-activity CSR with the LSR and/or pre-activity CSR.

KPMG Consulting expects the information on the post-activity CSR to be consistent with

- Updated information in the LSR and,

- information contained in the pre-activity CSR for items where the LSR did not specify updates.

Issue:

KPMG Consulting applies a success standard of 95%[1] when testing BellSouth's ability to correctly update CSRs. KPMG Consulting has reviewed 190 CSRs. CSRs for 87 telephone numbers were not consistent with the information in the pre-activity CSR or the LSR submitted to BellSouth. Based on these initial findings, BellSouth has updated 54% of the analyzed CSRs accurately. KPMG Consulting has found the following discrepancies:

> **Issue 1:** Directory listing section of the post-CSR did not accurately reflect information contained in the pre-CSR or changes specified in the DL form of the LSR.

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[1] KPMG Consulting applied standards based on its professional judgment in the absence of 1) FPSC-approved standards or 2) documented BLS guidelines.
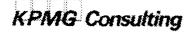
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	PON	VER	CC	Result
1a	015011FPRN100016	00	9990	The DL section of the LSR specified a Listing Type of 1, which specifies a listed number. However the post-CSR identifies the number as a non-pub. A listed LAL was also specified by the LSR, but the post-CSR does not show an auxiliary listing.
1b	075021FPTF102010	03	9990	The DL form specified a LNLN of Resident and a LNFN of Rcm for the listing that was changed. However, the post-CSR has a LN of R*C*M

Issue 2: Location did not update in the post-CSR as specified in the EU section of the LSR.

	PON	VER	CC	Result
2a	012011FPTN000005	00	9993	The LSR specified 9776 as the End User room, but the LOC field in the post-CSR has 9881 as the room.
2b	012011FPLN000010	00	9993	The LSR specified 9600 as the End User room, but the LOC field in the post-CSR has 9982 as the room.
2c	057021FPMC000004	00	9990	The LSR specifies the end user floor as 99 and the end user room as 9761, but the post-CSR populates the LOC section with DES (4TH FLR BELLSOUTH CO).

Issue 3: Listed number is the previous ATN, which was disconnected, and the disconnected lines are still listed in the hunt group on the post-CSR.

	PON	VER	CC	Result
3a	018042FPTN000008	01	9993	The order was issued to disconnect the existing ATN and 1 auxiliary line of a 5 line resale customer, and it completed on 5/2. The post-CSR shows 9545222037 (existing ATN that was disconnected) as an account number. The TN 9545222037 was removed from the S&E section, but it was not removed from the hunt group. The LSR also specifies that 9545222183 is to be disconnected and removed from the hunt group. This line is no longer present in S&E section of the post-CSR, but it is still listed as a member of the hunt group.

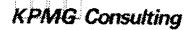**Issue 4:** BTN on the LSR is different than the BAN1 on the post-CSR.

	PON	VER	CC	Result
4a	019011FPEN100005	00	8772	The BAN1 specified in the LSR is 904N250168168, but the BTN on the post-CSR is 904Q932812212.

Issue 5: Disconnected line has incorrect call transfer information on the post-CSR.

	PON	VER	CC	Result
5a	018051FPRJ000022	00	9993	The LSR specifies that calls are to be transferred from 9043549746 to 9033548705, but the post-CSR has calls transferred from 9043548705 to 9033548705.

Issue 6: Hunt groups were not updated as specified by the LSR.

	PON	VER	CC	Result
6a	002141FPEJ001001	00	9990	The LSR specified the addition of sequential hunting for 5615140316 & 5615140322, but the hunt group did not appear on the post-activity CSR.
6b	013021FPEN000003	00	9993	The LSR specified the addition of 9545223720 & 9544679084 to the existing hunt group, but the post-activity CSR did not list the lines as part of the hunt group. However, the lines are listed in the S&E section of the post-CSR.

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	PON	VER	CC	Result
6c	018011FPTN003006	00	9993	The LSR specified that 9545228153 & 9545228797 were to be disconnected and removed from the hunt group. These lines are no longer present in the S&E section of the post-CSR, but they are still listed as members of the hunt group.
6d	018011FPTN002007	00	9993	The LSR specified that 9545222644 & 9545225471 were to be disconnected and removed from the hunt group. These lines are no longer present in the S&E section of the post-CSR, but they are still listed as members of the hunt group.
6e	018011FPLN000012	00	9993	The LSR specified that 8504339771 & 8504339774 were to be disconnected and removed from the hunt group. These lines are no longer present in the S&E section of the post-CSR, but they are still listed as members of the hunt group.

Issue 7: The location did not update in the post-CSR as specified in the EU section of the LSR, and the hunt groups were not updated as specified by the LSR.

	PON	VER	CC	Result
7a	012051FPEJ100004	00	9993	The LSR specifies the end user floor as 89 and the end user room as 8902, but the post-CSR populates the floor as 99 and the room as 9877. The LSR specified sequential hunting for 3055774534, but this line was not a member of the hunt group on the post-CSR.
7b	012051FPEJ000005	00	9993	The LSR specifies the end user floor as 89 and the end user room as 8908, but the post-CSR populates the floor as 99 and the room as 9879. The LSR specified sequential hunting for 8502363886, but this line was not a member of the hunt group on the post-CSR.
7c	012051FPTJ001008	00	9993	The LSR specifies the end user floor as 89 and the end user room as 8910, but the post-CSR populates the floor as 99 and the room as 9878. The LSR specified sequential hunting for 8502306338, but this line was not a member of the hunt group on the post-CSR.

Issue 8: Chargeable listings in the S&E section of the post-CSR changed.

	PON	VER	CC	Result
8a	011071FPEJ005003	00	9993	Chargeable listing USOC changed from CLT (business additional listing) to FLT (listing no rate).
8b	011071FPTJ000015	00	9993	Chargeable listing USOC changed from CLT (business additional listing) to FLT (listing no rate).

Issue 9: There are features or services in the S&E section of the post-activity CSR that were neither specified in the LSR nor appeared in the pre-activity CSR. The CLEC contact information on the post-activity CSR is incorrect.

	PON	VER	CC	Result
9a	010161FPTN101009	00	9993	The LSR specified a FPI code of E on the RS form, but the post-CSR displayed PCA BO instead of PCA OF (freeze PIC). The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.
9b	010161FPTN100011	00	9993	The LSR specified a FPI code of E on the RS form, but the post-CSR displayed PCA BO instead of PCA OF (freeze PIC). The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.

Issue 10: Features or services listed in the S&E section of the post-activity CSR differ from those specified in the pre-activity CSR or LSR.

	PON	VER	CC	Result
10a	001121FPEN100002	00	9990	The LSR specifies W as an ACT code. Two additional USOC codes were added to the S&E section of the LSR that were not present on the pre-activity CSR. The USOC codes are NW102 and ADL11.
10b	002191FPEN100002	00	9990	Three way calling (ESC) was specified in the LSR as a new feature for 9045980680, but the feature was not present on the post-CSR.
10c	002191FPEN100007	00	9990	Three way calling (ESC) was specified as a new feature, but the feature was not present on the post-CSR.

	PON	VER	CC	Result
10d	010111FPLN100010	00	9993	The LSR specified a FPI code of E on the RS form, but the LPIC was frozen instead. Call Waiting (ESX) was listed as a feature in the post-CSR, but it was not specified in the LSR.
10e	012031FPEJ003004	03	9993	The LSR specified the addition of features with USOC codes of HBY and NSD for 8502304972 & 8502304967, but neither were found on the post-CSR.
10f	012041FPEJ001001	00	9993	The post-CSR lists UEPRC (USOC if caller id is a feature) instead of the UEPRL (USOC if caller id is not a feature) USOC listed on the LSR. UEPVF is present on the post-CSR even though no features are specified on the post-CSR.
10g	035071FPMC000007	00	9990	The LSR specifies a W activity type, but USOC codes differ between the pre and post-CSRs. The FUJMX USOC appeared on the pre-CSR but not on the post-CSR. A PR7BV & CTG (CLS 80.DCAD.508422.023.SB) as well as a PR7EX & CTG (CLS 80.DZZD.508422.001.SB) were found on the post-CSR and not on the pre-CSR.

Issue 11: The post-CSR CLEC contact in the S&E section differs from the Initiator Identification and Initiator telephone number specified in the LSR.

	PON	VER	CC	Result
11a	001081FPLJ000008	00	9990	The CLEC contact (UNECN) on the S&E section of the post-activity CSR lists the implementation contact instead of the initiator.
11b	010032FPLN100021	00	9993	The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.
11c	010032FPLN100022	00	9993	The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.
11d	011071FPEJ002004	01	9993	The CLEC contact name (UNECN) did not update in the post-CSR as specified in the LSR.

	PON	VER	CC	Result
11e	012031FPRJ000017	00	9993	The CLEC contact (UNECN) on the S&E section of the post-activity CSR lists the implementation contact instead of the initiator.
11f	058022FPMC000002	00	9993	The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.

Issue 12: The CLEC Contact Name (UNECN) in the S&E section of the post-CSR is spelled incorrectly.

	PON	VER	CC	Result
12a	011071FPEJ001007	02	9993	The LSR specified L Mireles, but the post-CSR listed L Mereles.

Issue 13: The information in the DL section of the post-CSR is different than the information contained in the pre-CSR or LSR.

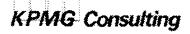|	PON	VER	CC	Result
13a	070011FPTH002011	00	9990	The DL section of the post-CSR differs from the pre-CSR and even the information contained in the EU section of the LSR. The LN section of the post-CSR has CKS; BELLSOUTH FLA as the name, and the LA section has 2660 NW 137th ST. The pre-CSR and EU section of the LSR list the name as Richcom located at 2660 E Superior Street. The SIC code changed from 7999 to 8711 even though a DL form was not submitted.
13b	070011FPLH000020	04	9990	The LN section of the post-CSR has CKS; BELLSOUTH FLA whereas the end user name on the LSR is Richcom. Richcom is also the name listed on the pre-CSR. The SIC code changed from 7999 to 8711 even though a DL form was not submitted.
13c	072011FPTH100026	00	9990	The LN section of the post-CSR has CKS; BELLSOUTH FLA whereas the end user name on the LSR is Richcom.
13d	072011FPTH100034	00	9990	The LN section of the post-CSR has CKS; BELLSOUTH FLA whereas the end user name on the LSR is Flo South.
13e	080021FPTH000008	00	9990	The LN section of the post-CSR has CKS;

	PON	VER	CC	Result
				BELLSOUTH FLA whereas the end user name on the LSR is Richcom.

Issue 14: The information in the DL section of the post-CSR is different than the information contained in the pre-CSR or LSR. The CLEC contact is also incorrect. The BAN1 on the LSR does not equal the BTN on the post-CSR.

	PON	VER	CC	Result
14a	072011FPTH100022	00	9990	The LN section of the post-CSR for the loop service order (072011FPTH100022) has CKS; BELLSOUTH FLA as the name. The EU section of the LSR lists the name as Flo South.
14b	072011FPTF100022	00	9990	The BTN (305Q855482482) on the post-CSR for the DL record update (072011FPTF100022) differs from the BAN1 on the LSR (305Q850860860).

Issue 15: The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result
15a	001051FPEJ100008	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15b	001051FPEJ100011	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15c	001051FPEJ100015	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15d	001051FPTJ100023	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15e	001051FPTJ102027	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15f	001051FPRJ100033	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15g	001052FPTJ100009	00	9990	The DEL field on the pre-CSR is A0 whereas it is A5 on the post-CSR.
15h	001061FPEJ102005	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.
15h	001061FPEJ100007	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.
15i	001061FPRJ101029	00	9990	The DEL field on the pre-CSR is A0

	PON	VER	CC	Result
				whereas it is A1 on the post-CSR.
15j	001161FPEN100005	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.
15k	001161FPRN100017	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.
15l	002081FPEJ100013	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.
15m	002081FPEJ100014	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.
15n	002081FPTJ00024	00	9990	The DEL field on the pre-CSR is A0 whereas it is A2 on the post-CSR.
15o	002081FPTJ100026	00	9990	The DEL field on the pre-CSR is A0 whereas it is A2 on the post-CSR.
15p	002081FPTJ101028	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.
15q	002121FPEJ100003	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.
15r	002121FPEJ100007	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15s	002131FPEJ100007	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.
15t	002151FPEJ100001	01	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.
15u	002151FPEJ100003	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.
15v	002151FPEJ100005	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15w	002151FPTJ101010	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.
15x	002201FPEJ101005	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A4, B4 on the post-CSR.
15y	002211FPTJ102009	03	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.
15z	002211FPTJ100014	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15aa	006031FPEJ002001	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15ab	006031FPEJ000006	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15ac	006031FPTJ000020	00	9990	The DEL field on the pre-CSR is A0, B0,

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	PON	VER	CC	Result
				C0 whereas it is A1, B1, C1 on the post-CSR.
15ad	00701 1FPEN000002	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15ac	00701 1FPEN000006	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.
15ad	00701 1FPTN003007	03	9994	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15ae	00701 1FPTN000008	01	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15af	007061FPEJ103008	00	9991	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15ag	007061FPTJ105013	02	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15ah	007061FPTJ102014	01	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15ai	011121FPRN100009	00	9993	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.
15aj	054031FPEN001005	01	9993	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.

Issue 16: Features or services listed in the S&E section of the post-activity CSR differ from those specified in the pre-activity CSR or LSR. The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result
16a	001061FPEJ100006	00	9990	The LSR specified V for both the ACT and LNA, but features were present on the post-CSR that were not specified on the LSR. DRS, ESX, NSS were present in the S&E section of the post-activity CSR even though they were not specified. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.
16b	002151FPTJ100012	00	9990	The LPIC on the post-CSR for 8502345781 was none while the LSR specifies 5124. The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
16c	002201FPEJ100008	01	9990	Caller ID Deluxe was specified in the LSR as

PON	VER	CC	Result
			a new feature for 9545221354, but this feature was not present on the post-CSR. The DEL field on the pre-CSR is A0, B0 whereas it is A4, B4 on the post-CSR.
16d	002211FPEJ100001	01	9990	The LSR specified the addition and deletion of features, but the post-CSR did not update accordingly. Call return (NSS) and Area Plus (VR5) were supposed to be added while Ringmaster (DRS) was to be deleted, but this did not occur. The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
16e	019031FPEJ000004	00	3840	The LSR specifies an activity type of W, but the pre-CSR S&E section had the LNPCX USOC while the post-CSR did not contain this USOC. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.

Issue 17: The BTN in the BILL section on the post-CSR does not match the Billing Account Number (BAN1) on the LSR. There are services and features in the S&E section of the post-CSR that were neither specified in the LSR nor were they present on the pre-activity CSR .The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

PON	VER	CC	Result
17a	001161FPRN100018	00	9990	The BAN1 on the LSR is 561Q855134134 whereas the BTN on the post-CSR is 561Q857170170. The NPU USOC on the pre-activity CSR was changed to the NP3 USOC on the post-activity CSR. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.

Issue 18: The directory listing section of the post-CSR did not accurately reflect information contained in the pre-CSR or changes specified in the DL form of the LSR. The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

PON	VER	CC	Result
18a	007032FPTJ000004	04	9990	The DL section of the LSR specified a Listing Type of 1, which specifies a listed number. However the post-CSR identifies the number

PON	VER	CC	Result
			as a non-pub. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.

Amendment:

KPMG Consulting has continued reviewing CSRs, and has found additional issues. As of this amendment, CSRs for 78 instances from a sample of 255 CSRs were not consistent with the information in the pre-activity CSR or the LSR submitted to BellSouth. This amendment adds additional instances to previously observed issues, and adds a new issue. The amendment also includes detail for those issues where KPMG Consulting has issue with BellSouth's Response to Exception 112. Based on KPMG Consulting current findings, BellSouth updated 69% of the reviewed CSRs accurately. KPMG Consulting has found the following discrepancies:

Issue 1: KPMG Consulting agrees with BellSouth's response for Issue 1a, and this order was removed from the sample since it was cancelled.

Issue 2: KPMG Consulting disagrees with BellSouth's response for issues 2a and 2b because these orders were issued for Inside Moves. According to the BellSouth Business Rules for Local Ordering, "T" refers to the account level activity for Outside Moves. The issue listed below is similar to issues addressed in Issue 2 of the original exception. The location did not update in the post-CSR as specified in the EU section of the LSR.

	PON	VER	CC	Result
2d	012011FPEN000002	00	9993	The LSR specified 9637 as the End User room, but the LOC field in the post-CSR has 9984 as the room.

Issue 3: KPMG Consulting has not been provided with an implementation date for the feature mentioned in BellSouth's Response.

Issue 4: KPMG Consulting agrees with BellSouth's response to Issue 4a. However, the issue listed below is similar to Issue 4 of the original exception. The BTN on the LSR is different than the BAN1 on the post-CSR.

	PON	VER	CC	Result
4b	079022FPTF000006	00	9990	The BAN1 specified in the LSR is 904Q855860860, but the BTN on the post-CSR is 904Q855482482.

Issue 6: KPMG Consulting has not been provided with an implementation date for the defect mentioned in BellSouth's Response to Issue 6b. In addition, BellSouth has not provided an implementation date for the feature mentioned in Issues 6c, 6d, & 6e. The issue listed below is similar to Issue 6 of the original exception. Hunt groups were not updated as specified by the LSR.

	PON	VER	CC	Result
6f	002141FPEJ001011	00	9990	The LSR specified the addition of sequential hunting for 3056883098 & 3056888359, but the post-activity CSR did not list the hunt group.

Issue 7: KPMG Consulting has not been provided with an implementation date for the feature mentioned in BellSouth's Response. KPMG Consulting agrees with BellSouth's response concerning the move orders since the orders should have been submitted as Outside Moves. These instances are still considered errors.

Issue 8: KPMG Consulting agrees with BellSouth's response, and these orders were removed from the sample since the issue was caused by a test bed account establishment issue not a provisioning issue.

Issue 10: Issue 10a was removed from the sample since there is account activity that cannot be validated. Issues 10b and 10c are no longer considered discrepancies since the EDI mapping was in error. Issue 10d was removed from the sample since KPMG Consulting cannot access the LSR Administrative Summary from the LENS GUI. According to the EDI Maps for Issue 10e, the USOC codes of HBY and NSD were delivered to BellSouth. The EDI Maps and FCIF files are included as an attachment. Issue 10g is no longer considered a discrepancy since KPMG Consulting agrees with BellSouth's response.

Issue 11: KPMG Consulting disagrees with BellSouth's response concerning Issues 11a and 11e. According to the UNE – Switched Combos – Rebundled Residence and Business 2-Wire Methods and Procedures, the UNECN includes the initiator's name and number.

Issue 13: KPMG Consulting agrees with BellSouth's response, and these instances are no longer considered discrepancies.

Issue 14: KPMG Consulting agrees with BellSouth. However, both PONs in Issue 14 are considered as part of the same discrepancy since they are associated with the same test case ID and instance.

Issue 15: For every instance where BellSouth is in agreement and Observation 82 is referenced, BellSouth has requested a feature to bring consistency to the Manual and Electronic processes for the DIR section. This feature is detailed in BellSouth's 2nd

Amended Response to Observation 82. A target date has not been set for this feature. Issues 15h, 15u, and 15y are still considered discrepancies because the DEL Field quantities updated (A0, B0 to A1, B1, C1), but KPMG Consulting agrees with BellSouth's response concerning the C directory. KPMG Consulting agrees with BellSouth's response for Issues 15j, 15k, 15t, 15ai, and 15aj, and as a result they are no longer considered discrepancies. Issue 15af was removed from the sample since it was submitted during volume testing. The issue listed below is similar to Issue 15 of the original exception. The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result
15ak	001061FPTJ103017	00	9994	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.

Issue 16: KPMG Consulting agrees with BellSouth's response for Issue 16a concerning the features and C Directory. However, Issue 16a is still a discrepancy because the DEL Field quantities updated (A0, B0 to A1, B1, C1). Issue 16b is still considered a discrepancy since the DEL field quantities updated (A0 to A1), but the LPIC issue was caused by a KPMG Consulting EDI Mapping error. Issues 16c and 16d are still considered discrepancies since the DEL field quantities updated, and EDI maps confirm that KPMG Consulting sent the correct data to BellSouth. The EDI Maps and FCIF files are included as an attachment.

Issue 17: This instance is still considered a discrepancy since the DEL Field quantities updated (AO, BO to A1, B1, C1). However, KPMG Consulting agrees with BellSouth concerning the other findings.

Issue 19: For UNE-L orders KPMG Consulting expects to find the Implementation Contact as the contact in the post-CSR. However, the initiator contact is listed as the contact on the post-CSR.

	PON	VER	CC	Result
19a	088011FPEH001004	00	9993	The initiator contact appears in the UNECN field of the post-CSR instead of the implementation contact.
19b	097032FPMC030001	VER 01 CR 01	9993	The initiator contact appears in the UNECN field of the post-CSR instead of the implementation contact.
19c	097061FPMC030005	00	9993	The initiator contact appears in the UNECN field of the post-CSR instead of the implementation contact.
19d	099032FPMC010004	Ver 01 CR	9993	The initiator contact appears in the UNECN field of the post-CSR instead of

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	PON	VER	CC	Result
				the implementation contact.
19e	099051FPMC000002	01	9990	The initiator contact phone number appears in the UNECN field of the post-CSR instead of the implementation contact phone number.
19f	099061FPMC000001	02	9990	The initiator contact phone number appears in the UNECN field of the post-CSR instead of the implementation contact phone number.
19g	099071FPMC010001	00	9990	The initiator contact phone number appears in the UNECN field of the post-CSR instead of the implementation contact phone number.
19h	100022FPMC010004	00	9993	The initiator contact phone number appears in the UNECN field of the post-CSR instead of the implementation contact phone number.

2nd Amendment:

Based on initial testing activities, 77 instances from a sample of 255 CSRs were not consistent with the information in the pre-activity CSR or LSR submitted to BellSouth. There are still three instances listed below where there is disagreement between BellSouth and KPMG Consulting. **Based on KPMG Consulting's initial testing activities, BellSouth updated 70% of the reviewed CSRs accurately.**

KPMG Consulting's retest identified 10 instances from a sample of 43 CSRs that were not consistent with the information in the pre-activity CSR or LSR submitted to BellSouth. **Based on retest activities, BellSouth has updated 77% of the reviewed CSRs accurately.**

Issues Associated with Initial Testing Activities

Issue 2: Location did not update in the post-CSR as specified in the EU section of the LSR. BellSouth is reviewing ordering rules for Inside Moves.

	PON	VER	CC	Result
2a	012011FPTN000005	00	9993	The LSR specified 9776 as the End User room, but the LOC field in the post-CSR has 9881 as the room.
2b	012011FPLN000010	00	9993	The LSR specified 9600 as the End User

	PON	VER	CC	Result
				room, but the LOC field in the post-CSR has 9982 as the room.
2d	012011FPEN000002	00	9993	The LSR specified 9637 as the End User room, but the LOC field in the post-CSR has 9984 as the room.

Retest Related Issues

Retest Issue 1: The post-activity CSR CLEC contact in the S&E section differs from the Initiator Identification and Initiator telephone number specified in the LSR. These issues are similar to the issues addressed in Issue 11 of Exception 112.

	PON	VER	CC	Result
R1a	006031GPEJ102001	00	9990	The CLEC contact (UNECN) in the S&E section did not update in the post-CSR as specified in the LSR.
R1b	006031GPTJ101023	01	9990	The CLEC contact (UNECN) in the S&E section did not update in the post-CSR as specified in the LSR.
R1c	010011GPEN100002	00	9993	The reseller contact (RESCN) did not update in the post-CSR as specified in the LSR.
R1d	010011GPTN100007	01	9993	The reseller contact (RESCN) did not update in the post-CSR as specified in the LSR.
R1e	010011GPTN100010	00	9993	The reseller contact (RESCN) did not update in the post-CSR as specified in the LSR.
R1f	010011GPTN100011	02	9993	The reseller contact (RESCN) did not update in the post-CSR as specified in the LSR.
R1g	010011GPLN100015	00	9993	The reseller contact (RESCN) did not update in the post-CSR as specified in the LSR.
R1h	016093GPTJ001009	00	9993	The CLEC contact (UNECN) in the S&E section did not update in the post-CSR as specified in the LSR.
R1i	016093GPLN000014	00	9993	The CLEC contact (UNECN) in the S&E section of did not update in the post-CSR as specified in the LSR.
R1j	016101GPLJ000013	00	9993	The CLEC contact (UNECN) in the S&E

	PON	VER	CC	Result
				section of did not update in the post-CSR as specified in the LSR.

Impact:

BellSouth's inability to accurately update the information in the CSRs may result in a decrease in CLEC customer satisfaction. The mishandling of customer requests will negatively impact a customer's view of a CLEC's service quality.

Attachment 31

KPMG Consulting

AMENDED OBSERVATION 82
BellSouth Florida OSS Testing Evaluation

Date: November 13, 2001

OBSERVATION REPORT

KPMG Consulting has identified an observation as a result of the test activities associated with the Provisioning Verification and Validation Evaluation test (TVV-4).

Observation:

BellSouth's systems or representatives did not update Customer Service Records (CSRs) consistently following a change in the status of a customer's account. (TVV4)

Background:

Upon the completion of the Local Service Requests (LSRs) to change service providers, BellSouth's systems or representatives should update the CSRs to reflect all appropriate changes made. KPMG Consulting observed that the directory section of the CSRs was not consistently updated. The following two sets of identical orders demonstrate the inconsistent update of the directory section of CSRs.

Following is an example of orders yielding different results:

PON	Ver	CC
001061FPEJ100003	00	9990
001061FPEJ102005	00	9990

Both Purchase Order Numbers (PONs) were submitted to migrate a 1-line residential retail customer to a CLEC UNE Platform (Port/Loop Combination). The LSR for these orders consists of an LSR form, an End User (EU) form, and a Port Service (PS) form. No Directory Listing (DL) form was attached to these orders.

PON 001061FPEJ100003 was for the account telephone number 305 374-0785. The order was submitted on March 15, 2001 and received a completion notice on March 21, 2001. The post-activity CSR was retrieved via LENS on April 10, 2001. The directory section in the post-activity CSR was not updated; therefore it contained the same information as the directory section in the pre-activity CSR shown below: ·

```
--- DIR
DEL             A0, B0, C0
```

PON 001061FPEJ102005 was for the account telephone number 305 681-2209. The order was submitted on April 3, 2001, and received a completion notice on April 5, 2001. The post-activity CSR was retrieved via LENS on April 10, 2001. The directory section in the post-activity CSR was updated.

The directory section of the pre-activity CSR is shown below:

```
--- DIR
DEL          A0, B0, C0
```

The directory section of the post-activity CSR is shown below:

```
--- DIR
DDA          FLO SOUTH
             2660 E SUPERIOR ST
             OP-LKA  FL  33054
DEL          A1, B1, C1
```

Following is a second example of identical orders yielding different results:

PON	Ver	CC
002121FPEJ100003	00	9990
002121FPEJ100006	00	9990

Both PONs were submitted to migrate a 1-line residential retail customer to a CLEC UNE Platform. The LSR for these orders consists of an LSR form, an EU form, and a PS form. No DL form was attached to these orders.

PON 002121FPEJ100003 was for the account telephone number 305 358-4029. The order was submitted on April 3, 2001, and received a completion notice on April 4, 2001. The post-activity CSR was retrieved via LENS on May 9, 2001. The directory section in the post-activity CSR was updated.

The directory section of the pre-activity CSR is shown below:

```
--- DIR
DEL          A0, B0, C0
```

The directory section of the post-activity CSR is shown below:

```
--- DIR
DDA          FLO SOUTH
             45 NW 5TH ST
             MIA FL  33128
DEL          A1, B1, C1
```

PON 002121FPEJ100006 was written for the account telephone number 561 835-4938. The order was submitted on April 3, 2001, and received a completion notice on April 4, 2001. The post-activity CSR was retrieved via LENS on May 9, 2001. The directory section in the post-activity CSR was not updated; therefore it contained the same information as the directory section in the pre-activity CSR shown below:

--- DIR
DEL   A0, B0

Questions:

1. Should the directory section of a CSR be updated when a DL has not been submitted with the order? If it should be updated, which forms and/or fields in the order are the sources of information used for this update?

2. Why are post-completion CSRs for identical types of orders not updated in a consistent manner?

3. Per BellSouth's document CG-CSRJ-001 Issue 1, February 2001 (CSR Job Aid), the directory section specifies the directories that the customer has requested the directory information if it is different from the account's listed address. In these two examples, the addresses in the directory section do not differ from the account's listed address. Why is this directory section populated and updated?

Amendment:

Issues addressed in this Observation, including PONs 001061FPEJ102005 and 002121FPEJ100003, are also addressed in Exception 112. This Observation will remain open while KPMG Consulting conducts a retest of the DIR issue when the feature referenced in BellSouth's 2nd Amended Response is implemented.

Attachment 32

Date: February 05, 2002

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the test activities associated with the Provisioning Verification and Validation Evaluation test (TVV4).

Exception:

BellSouth failed to provision disconnect orders properly with the expected intercept recording message. (TVV4)

Background:

An intercept message is designed to alert a caller that the called telephone number has been disconnected and/or changed to a new number. When a telephone line is disconnected, the Competitive Local Exchange Carrier (CLEC) identifies the type of intercept recording to be placed on the line.

Issue:

KPMG Consulting applies a success standard of at least 95% when testing BellSouth's ability to disconnect service properly. Bellsouth correctly disconnected 143 out of 195 lines (73%) with the expected intercept recording. 52 orders (27%) were found to have incorrect or missing intercept messages.

The following tables highlight the discrepancies found by KPMG Consulting during this testing effort:

Incorrect intercept messages[1]

PON	VER	CC	TN	Results
044022FPMC010002	REPON-1	9993	8504320252	The number you have reached, 4320252, has been changed to a non-published number.
044022FPMC010002	REPON-1	9993	8504320386	The number you have reached, 4320386, has been changed to a non-published number.
044022FPMC010002	REPON-1	9993	8504321588	The number you have reached,

---

[1] The expected intercept message for a complete disconnect of service requiring no specific intercept message should go a to blank number intercept message which is "The number you have reached has been disconnected".

KPMG Consulting

AMENDED EXCEPTION 76
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PON	VER	CC	TN	Results
				4321588, is being checked for trouble.
044022FPMC000003	00	9993	9547617103	The number you have reached, 7617103, has been changed to a non-published number.
044022FPMC000003	00	9993	9547619245	The number you have reached, 7619245, has been changed to a non-published number.
044071FPMC010001	01	9993	3053740279	We're sorry. Your call cannot be completed as dialed.
044071FPMC000003	VER01 CR01	9993	5616553143	The number you have reached, 6553143, is being checked for trouble. Please try your call again later.
044071FPMC000006	00	9993	8502345169	We're sorry. Your call cannot be completed as dialed.
044071FPMC000007	00	9993	4073515283	The number you have reached, 3515283, is being checked for trouble. Please try your call again later.

Partial Disconnects with no message[2]

PON	VER	CC	TN
018011FPEN000003	00	9993	9046341612 9046341649
018011FPEN000005	00	9993	9046343445 9046344904
018011FPTN003006	00	9993	9545228153 9545228797
018011FPTN002007	00	9993	9545222644 9545225471
018011FPTN002009	00	9993	9547668806
018011FPTN002010	00	9993	9547668870 9547668871
018042FPTN000008	01	9993	9545222037 9545222183
018042FPTN000010	02	9993	9545222393 9545223304
018042FPTN000011	01	9993	9547662598 9547662958
018042FPTN000012	03	9993	9545222789 9545225392

---

[2] Partial disconnects of service which should be provisioned with an intercept message on those lines disconnected. However, in these cases no intercept message was detected during the testing process (i.e. ring no answer).

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Partial disconnects of service with incorrect intercept messages[3]

PON	VER	CC	TN	Result
018011FPEN000004	00	9993	8504331599	The number you have reached, 4331599, has been changed to the non-published number.
018011FPEN000004	00	9993	8504331680	The number you have reached, 4331680, has been changed to the non-published number.
018011FPTN002008	00	9993	8504338599	The number you have reached, 4338599, has been changed to the non-published number.
018011FPTN002008	00	9993	8504338691	The number you have reached, 4338691, has been changed to a non-published number.
018031FPEJ000006	00	9993	3056854437	The number you have reached, 6854437, has been changed to a non-published number.
018031FPTJ002007	00	9993	4073545379	The number you have reached, 3545379, has been changed to a non-published number.
018031FPTJ000008	00	9993	4073545965	The number you have reached, 3545965, has been changed to a non-published number.
018031FPTJ001009	00	9993	3056855035	The number you have reached, 6855035, has been changed to a non-published number.
018031FPTJ000010	00	9993	4073545206	The number you have reached, 3545206, has been changed to a non-published number.
018031FPTJ000011	00	9993	8502349411	The number you have reached, 2349411, has been changed to a non-published number.
018031FPTJ000012	00	9993	8502349572	The number you have reached, 2349572, has been changed to a non-published number.
018042FPTN002007	01	9993	8504331799	The number you have reached, 4331799, is being checked for trouble. Please try your call again later.
018042FPTN002007	01	9993	8504331898	The number you have reached, 4331898, has been changed. The new number is 8504331799.
018042FPTN001009	00	9993	8504342783	The number you have reached, 4332783, has been changed. The new number is 8504342287.
018042FPTN001009	00	9993	8504342287	The number you have reached, 4342287, is being checked for trouble. Please try your call again later.
018071FPEN101001	00	9993	8504388195	The number you have reached, 4388195, has been changed to the non-published number.
018071FPEN100006	00	9993	8504345992	The number you have reached, 4345992, has been changed to the non-published number.
018071FPTN102009	00	9993	8504387985	The number you have reached, 4387985, has been changed to a non-published number.

---

[3] The expected intercept message for a partial disconnect is "The number you have reached has been disconnected".

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PON	VER	CC	TN	Result
018071FPTN100012	00	9993	8504350988	The number you have reached, 4350988, has been changed to a non-published number.

Other message errors[4]

PON	VER	CC	TN	Result
018051FPTJ002011	00	9993	9044750963	The number you have reached, 4750963, is not in service.
018051FPTJ000018	00	9993	9043558287	We're sorry. You have reached the number that has been disconnected or no longer in service.
018051FPRJ000021	00	9993	8504298399	The number you have reached, 4298399, is not in service
018051FPRJ000022	00	9993	9043549746	The number you have reached, 3549746, has been changed to a non-published number.
018051FPRJ000023	00	9993	9043558474	The number you have reached, 3558474, has been disconnected.

Amendment:

During retest activities, KPMG Consulting identified additional discrepancies. The current results do not include instances that involve partial disconnects of multi-line accounts with hunting because a system feature is scheduled for implementation on 2/2. KPMG Consulting has verified 20 orders, 9 of which were accurately provisioned. Based on these findings, BellSouth has provisioned 45% of the orders accurately.

Retest Issue 1: These orders were submitted to disconnect an auxiliary line and transfer the calls to the main number. However, the calls were not transferred to the main number.

PON	VER	CC	TOS	TN	Result
018051GPEJ101003	00	9993	2AM	9043510972	We're sorry. Your call did not go through, will you please try your call again.
018051GPEJ100004	00	9993	2BM	9043510974	The number rang, and a transfer of calls message was not heard.

Retest Issue 2: Based on BellSouth's proposed Business Rules update, "When a TC OPT is not selected for partial disconnects on multi-line accounts, the Transfer of Calls Intercept message will reflect the status of the main number." Since the status of the main number for the instances listed below is non-published, KPMG Consulting expects to find "The number you have reached XXX-XXXX, has been changed to a Non-published number." BellSouth requested orders where this message was heard as well as orders

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[4] The expected intercept message for these disconnects was "The number you have reached, xxxxxxx, has been changed. The new number is xxxxxxxxxx."

where a different message was heard, and the results are included in Table 1 and Table 2 below. Table 1 lists the instances with the correct message, and Table 2 lists the instances with the incorrect message.

Issue 2, Table 1

PON	VER	CC	TOS	TN	Result
018071GPEN100001	00	9993	2BF	8504690975	The number you have reached 469-0975, has been changed to a non-published number.
018071GPEN100002	00	9993	2BF	8504339184	The number you have reached 433-9184, has been changed to a non-published number.
018071GPTN100011	00	9993	2BF	8504387026	The number you have reached 438-7026, has been changed to a non-published number.

Issue 2, Table 2

PON	VER	CC	TOS	TN	Result
018071GPEN100003	00	9993	2BF	9043552496	We're sorry, you have reached a number that has been disconnected or is no longer in service. If you feel you have reached this recording in error please check the number and try your call again.
018071GPEN100004	00	9993	2BF	9043588464	We're sorry, you have reached a number that has been disconnected or is no longer in service. If you feel you have reached this recording in error please check the number and try your call again.
018071GPEN100005	00	9993	2BF	9043583486	We're sorry, you have reached a number that has been disconnected or is no longer in service. If you feel you have reached this recording in error please check the number and try your call again.
018071GPEN100006	00	9993	2BF	9547289130	We're sorry, you have reached a number that has been disconnected or is no longer in service. If you feel you have reached this recording in error please check the number and try your call again.
018071GPTN100007	00	9993	2BF	9044751502	We're sorry, you have reached a number that has been disconnected or is no longer in service. If you feel you have reached this recording in error please check the number and try your call again.
018071GPTN103008	00	9993	2BF	9044750366	We're sorry, you have reached a number

					that has been disconnected or is no longer in service. If you feel you have reached this recording in error please check the number and try your call again.
018071GPTN100009	00	9993	2BF	9547648138	We're sorry, you have reached a number that has been disconnected or is no longer in service. If you feel you have reached this recording in error please check the number and try your call again.
018071GPTN100010	00	9993	2BF	9547641718	We're sorry, you have reached a number that has been disconnected or is no longer in service. If you feel you have reached this recording in error please check the number and try your call again.
018071GPTN100012	00	9993	2BF	9547644943	We're sorry, you have reached a number that has been disconnected or is no longer in service. If you feel you have reached this recording in error please check the number and try your call again.

Impact:

BellSout h's inability to properly provision customer disconnect requests may result in a decrease in customer satisfaction. A mishandle of a customer disconnect request could negatively impact a customer's view of a CLEC's service quality.